



## Filing Receipt

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## COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, November 10, 2021

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### SERVICE TERRITORY CASES

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	Employee Tested Positive
Texas	12
New Mexico	2

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### STAKEHOLDER COMMUNICATIONS

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#### PUC/PRC

- Regulatory Affairs – Biweekly

#### City/County

- Community Relations – As Needed

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### OPERATIONS

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#### General

- Xcel Energy will begin a phased return of office employees beginning November 1<sup>st</sup>.
  - November 1<sup>st</sup>: Director level employees have returned to the office
  - December 1<sup>st</sup>: Manager's and supervisors with direct reports will return
  - January 2022: Return of remaining office employees
  - Each respective phase will implement the flexible work model
- Beginning September 1, all employees are required to wear face coverings in the office regardless of vaccination.
- Travel restrictions for fully vaccinated employees are lifted, though unvaccinated employees must continue to follow CDC travel guidance.
- Offsite, in-person customer/stakeholder meetings will be allowed for employees who have been fully vaccinated.
- The "no visitor" policy at all our facilities remains in effect.
- Xcel Energy Business travel policy restricts travel to an CDC country Level 3 and DOS Level 4
- Only vendor delivery of essential goods and services are allowed

#### Distribution

- Distribution Control Center (DCC) has a sequester plan w/trigger
  - Trailer contracts have been established to provide onsite 48-hour delivery upon activation.

#### Transmission

- Transmission Control Center (TCC) has a sequester plan w/trigger
- Substation O&M crews and Relay Technicians can report from home to job site
- Transmission Construction employees reporting to job site

#### Energy Supply

- Power plant Control Room Employees have been isolated
- Isolated contractors performing capital work
- Control Room has a sequester plan with trigger

#### Supply Chain

- Established work from home guidelines for key vendors and consultants

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### CUSTOMER CARE

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#### Customer Care

- Customer Credit is working with customers and encouraging customers who are behind on bills to make payment arrangements.
  - NM disconnect notices began distribution to customers owing greater than \$280 on July 26<sup>th</sup>. On November 1<sup>st</sup>, the threshold was reduced to \$180.
  - Physical disconnects began for NM customers owing greater than \$1000 on August 16<sup>th</sup>.
- Suppressing New Mexico Residential Late Payment Fees.
- Personal Accounts or PAR Department is working with the New Mexico Salvation Army to launch an EnergyShare program for customers in need of assistance with their bills. These are funded through a combination of customer donations and corporate contributions and provide an additional resource and allows for customer donations to stay within the community. The NM Salvation Army will distribute the funds to customers in need in the counties throughout New Mexico.

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### AMARILLO REGIONAL HEADQUARTERS

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Update provided under General Section